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March 16, 2010

AZ CORP COMMISSION
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Arizona Corporation Commission
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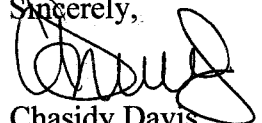
Re: Docket T-03228A-06-0800, Decision 69944; *In the matter of the Application of Matrix Telecom, Inc. d/b/a Matrix Business Technologies for approval of a Certificate of Convenience and Necessity to Provide Facilities Based Local Exchange Telecommunications Services*

Dear Clerk:

Pursuant to the Order docketed on October 16, 2007 in the above-referenced cause, please be advised that Matrix Business Technologies ("Matrix") responded to one (1) complaint from Arizona in the 3rd quarter of 2009. This complaint involved a customer filing with the Arizona Public Utilities Commission regarding the cancellation of their account without their permission. Matrix received a line loss report that the customer had switched their local services to Qwest. The customer was advised that they would need to contact Qwest in order to determine who has their local services. This complaint was received September 24th and resolved September 28th. There were no complaints received in July or August.

If you have any questions regarding this correspondence, please do not hesitate to contact me directly at (214) 432-1452 or via email at cdavis@matrixbt.com.

Sincerely,


Chasidy Davis
Regulatory Analyst

Arizona Corporation Commission
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Note: 13 copies enclosed for filing purposes

